

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2000

### Division of Alcohol and Drug Abuse - Non-Residential

## Demographics

		Total State Served <sup>a</sup>	Total Survey Returns	CSTAR Women	CSTAR Alternative Women's Program	CSTAR Child/Adolescent	CSTAR General	GTS Adult	Methadone Consumers
<b>SEX</b>	Male	56.8%	57.4%	0.6%	0%	60.5%	65.4%	80.8%	60.8%
	Female	43.2%	42.6%	99.4%	100.0%	39.5%	34.6%	19.2%	39.2%
<b>RACE</b>	White	68.0%	69.2%	50.0%	54.3%	75.0%	73.2%	79.7%	57.1%
	Black	30.4%	24.6%	45.5%	40.7%	16.0%	20.8%	14.2%	36.1%
	Hispanic	0.3%	1.2%	1.7%	1.2%	2.6%	0.4%	0.8%	2.0%
	Native American	0.4%	2.2%	1.7%	1.2%	0.6%	2.0%	2.8%	2.9%
	Pacific Islander	0.1%	0.3%	0.6%	0%	0%	0%	0.4%	0.5%
	Other	0.8%	2.5%	0.6%	2.5%	5.8%	3.6%	2.0%	1.5%
<b>AGE</b>	0-17	10.8%	11.7%	0%	0%	98.1%	0.8%	0.6%	0%
	18-49	82.4%	79.7%	95.9%	95.1%	1.9%	92.0%	92.7%	73.7%
	50+	6.7%	8.6%	4.1%	4.9%	0%	7.2%	6.7%	26.3%

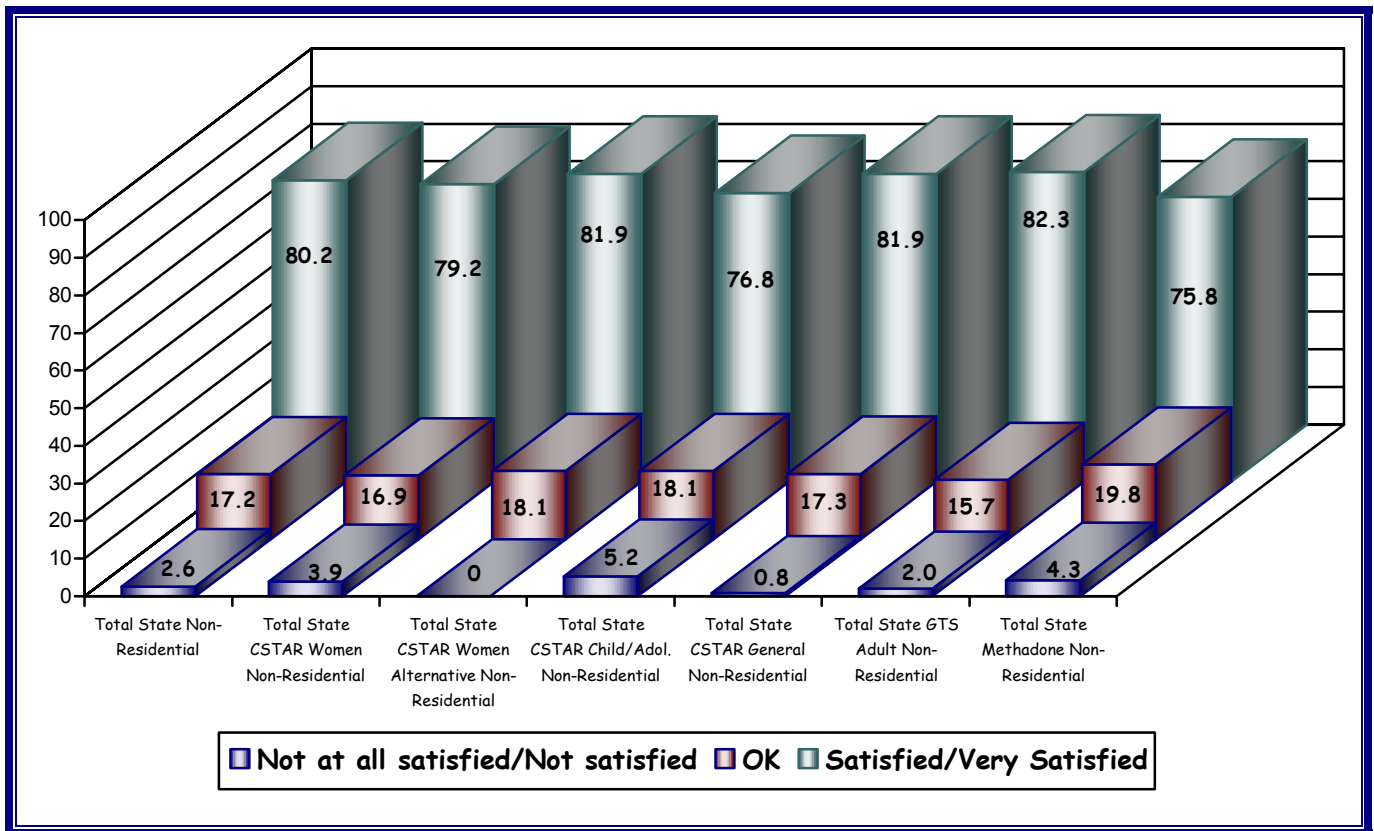
<sup>a</sup>The Total Served represents demographics based on the number of people served in April 2000 according to DMH billing records.

## Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

	Number Served April 2000	Number Forms Returned	Percent of Served Returned
Total ADA Non-Residential	7696*	1410	18.3%
CSTAR Women/Children	1522	181	11.9%
CSTAR Women Alternative	122	83	68.0%
CSTAR Child/Adolescent	598	160	26.8%
CSTAR General	1334	259	19.4%
GTS Adult	3844	509	13.2%
GTS Children	83	0	0%
Methadone	467	218	46.7%
* Unduplicated Count			

# Overall Satisfaction with Services



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- Overall, 80.2% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential program were "satisfied" or "very satisfied" with their services.
- The highest percent of consumers at least "satisfied" with services was in the GTS Adult program (82.3%) and the lowest percent was in the Methadone program (75.8%).

# Satisfaction with Services

How satisfied are you . . .	Total State	CSTAR Women/ Children	CSTAR Women/ Children Alternative	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	Methadone
with the staff who serve you?	4.24 (1369)	4.16 (177)	4.25 (83)	4.18 (156)	4.34 (250)	4.28 (494)	4.12 (209)
with how much your staff know about how to get things done?	4.11 (1366)	3.98 (179)	4.14 (83)	3.99 (155)	4.24 (250)	4.17 (490)	4.03 (209)
with how staff keep things about you and your life confidential?	4.21 (1371)	4.17 (179)	4.20 (83)	4.23 (154)	4.24 (250)	4.27 (498)	4.06 (207)
that your treatment plan has what you want in it?	4.12 (1365)	4.07 (178)	4.13 (83)	3.98 (157)	4.22 (248)	4.13 (492)	4.10 (207)
that your treatment plan is being followed by those who assist you?	4.14 (1355)	4.11 (177)	4.35 (83)	3.85 (156)	4.24 (245)	4.19 (489)	4.08 (205)
that the agency staff respect your ethnic and cultural background?	4.29 (1346)	4.19 (174)	4.38 (80)	4.33 (156)	4.31 (239)	4.33 (493)	4.23 (204)
with the services that you receive?	4.23 (1369)	4.13 (178)	4.27 (83)	4.10 (155)	4.31 (249)	4.28 (497)	4.16 (207)
that services are provided in a timely manner?	4.08 (1373)	3.93 (177)	4.05 (83)	4.00 (155)	4.14 (251)	4.17 (499)	3.99 (208)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.							

## Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential programs were satisfied with the services they received. All mean ratings on all state-level services were above a 4.00 ("satisfied").
- The highest rating was that the agency staff respected the ethnic and cultural background of the consumer (mean of 4.29).
- The lowest rating was for services being provided in a timely manner (mean of 4.08).

# Satisfaction with Quality of Life

How satisfied are you . . .	Total State	CSTAR Women/ Children	CSTAR Women/ Children Alternative	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	Methadone
with how you spend your day?	3.74 (1360)	3.65 (175)	3.66 (82)	3.52 (153)	3.88 (251)	3.84 (494)	3.60 (205)
with where you live?	3.77 (1344)	3.83 (172)	3.80 (81)	3.60 (151)	3.80 (247)	3.79 (492)	3.73 (201)
with the amount of choices you have in your life?	3.62 (1373)	3.72 (177)	3.89 (82)	3.25 (155)	3.65 (251)	3.70 (498)	3.48 (210)
with the opportunities/chances you have to make friends?	3.76 (1363)	3.73 (176)	3.83 (81)	3.88 (155)	3.80 (248)	3.80 (495)	3.52 (208)
with your general health care?	3.80 (1339)	3.79 (174)	4.07 (82)	3.74 (139)	3.85 (245)	3.85 (491)	3.55 (208)
with what you do during your free time?	3.79 (1359)	3.73 (174)	4.04 (80)	3.91 (152)	3.77 (250)	3.85 (495)	3.55 (208)
How safe do you feel . . .							
in your home?	4.29 (1367)	4.24 (178)	4.32 (81)	4.55 (155)	4.30 (249)	4.38 (497)	3.91 (207)
in your neighborhood?	4.12 (1362)	3.99 (178)	4.12 (81)	4.47 (154)	4.15 (249)	4.20 (496)	3.75 (204)
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.</p>							

## Some of the key findings were:

- The quality of life ratings were significantly below the service ratings.
- The highest quality of life rating was for safety in the home (mean of 4.29).
- The lowest quality of life rating was with the amount of choices they have in their life (mean of 3.62).

# Satisfaction with Methadone Treatment

	Total Methadone Clinic Consumers
Has methadone treatment helped you reduce or stop your use of opiates?	1.90 (208)
Has methadone treatment made it easier for you to maintain employment?	1.77 (203)
Were the treatment staff respectful to you and responsive to your needs?	1.76 (205)
Do you feel that the level of medication you are receiving is adequate?	1.60 (209)
Would you refer a friend or family member to this program services?	1.75 (208)
Do you believe that methadone treatment is helping you succeed in the achievement of your goals in your personal, professional and family life?	1.83 (208)
The first number represents a mean rating. Scale: 0=No, 1=Unsure, 2=Yes. The number in parentheses represents the number responding to this item.	

## Some of the key findings were:

- Overall, the participants in the Division of Alcohol and Drug Abuse Methadone Programs were close to the choice that their life has been improved because of the services they received. Mean ratings ranged from 1.60 to 1.90 (0=not satisfied, 1=unsure, 2=satisfied).
- The consumers were most satisfied that methadone treatment has helped them reduce or stop the use of opiates (mean of 1.90) and were least satisfied that the level of medication they are receiving is adequate (mean of 1.60).

## Comparison of Gender in a Non-Residential Setting

A comparison was made of the satisfaction survey items by gender. There were only five significant differences. Females were more satisfied that their treatment plan had what they wanted in it and that the treatment plan was being followed. They were also more satisfied with the services they received. Males, however, were more satisfied with the safety in their home/agency and neighborhood.

How satisfied are you...	Sex		Significance
	Male	Female	
that your treatment plan has what you want on it?	4.06 (758)	4.19 (576)	F(1,1333)=6.55, p=.011
that the treatment plan is being followed by those who assist you?	4.09 (753)	4.22 (572)	F(1,1324)=6.26, p=.012
with the services you receive?	4.19 (764)	4.28 (574)	F(1,1337)=4.00, p=.046
with how safe you feel in your home/agency?(a, c)	4.34 (765)	4.23 (571)	F(1,1335)=4.44, p=.035
with how safe you feel in the neighborhood?(c)	4.19 (759)	4.04 (573)	F(1,1331)=7.23, p=.007
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>			

## Comparison of Racial/Ethnic Background in a Non-Residential Setting

A comparison was made among the racial and ethnic backgrounds of the satisfaction with services. Caucasians and those who classified their racial or ethnic background as "other" rated their satisfaction with services higher than the other groups. Caucasians were also more satisfied with where they lived and how safe they felt in their homes/agencies or neighborhood.

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with the staff who serve you?(a, b, c, e)	4.32 (919)	4.12 (329)	3.65 (17)	3.63 (30)	4.42 (36)	F(4,1330)=9.85, p<.001
with how much your staff know how to get things done?(c, d, e)	4.18 (915)	4.01 (328)	4.00 (17)	3.40 (30)	4.24 (37)	F(4,1326)=7.28, p<.001
with how staff keep things about you and your life confidential?(a, c)	4.30 (918)	4.08 (330)	4.00 (17)	3.63 (30)	4.19 (36)	F(4,1330)=6.10, p<.001
that your treatment plan has what you want on it?(c, d, e)	4.16 (917)	4.06 (325)	3.94 (17)	3.43 (30)	4.22 (36)	F(4,1324)=5.19, p<.001
that the treatment plan is being followed by those who assist you?(c, d, e)	4.21 (910)	4.06 (324)	4.00 (17)	3.30 (30)	4.31 (36)	F(4,1316)=8.34, p<.001
that the agency staff respect your ethnic and cultural background?(a, c, d, e)	4.38 (895)	4.17 (328)	3.94 (17)	3.60 (30)	4.41 (37)	F(4,1306)=9.61, p<.001
with the services you receive?(a, c, e)	4.30 (919)	4.13 (327)	4.06 (16)	3.63 (30)	4.33 (36)	F(4,1327)=6.59, p<.001
that services are provided in a timely manner?(c, d, e)	4.15 (919)	3.97 (330)	3.82 (17)	3.37 (30)	4.25 (36)	F(4,1331)=7.03, p<.001
with where you live?	3.84 (904)	3.62 (319)	3.71 (17)	3.41 (29)	3.51 (35)	F(4,1303)=3.35, p=.010
with how safe you feel in your home/agency?(a)	4.37 (917)	4.12 (326)	4.35 (17)	4.03 (30)	4.31 (36)	F(4,1325)=4.63, p=.001
with how safe you feel in the neighborhood?(a)	4.25 (916)	3.84 (323)	3.76 (17)	3.90 (30)	4.03 (36)	F(4,1321)=11.15, p<.001
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.  <sup>1</sup> Refers to Inpatient facility only.  <i>Scheffe Post-Hoc significance at .05 or less.</i>  (a) Interaction between White and Black.  (b) Interaction between White and Hispanic.  (c) Interaction between White and Native American.  (d) Interaction between Black and Native American.  (e) Interaction between Native American and Other.</p>						

## Comparison by Age in a Non-Residential Setting

A comparison was made by three different age groupings: (1) Youth under 18 years of age; (2) Adults 18 to 49 years of age; and (3) Adults age 50 years and over. Only one satisfaction with services item showed significance. Adults were more satisfied that their treatment plan was being followed by those who assisted them. The adults were also more satisfied with how they spent their day and the amount of choices in their lives. The youth, however, were more satisfied with how safe they felt in their homes/agencies or neighborhood.

How satisfied are you...	0-17	18-49	50+	Significance
that the treatment plan is being followed by those who assist you?(a, b)	3.89 (156)	4.18 (1045)	4.25 (111)	F(2,1311)=7.23, p=.001
with how you spend your day?(a, b)	3.51 (153)	3.76 (1052)	3.87 (111)	F(2,1315)=5.08, p=.006
with the amount of choices you have?(a, b)	3.26 (155)	3.66 (1062)	3.64 (112)	F(2,1328)=9.21, p<.001
with how safe you feel in your home/agency?(a, b)	4.55 (155)	4.27 (1058)	4.14 (110)	F(2,1322)=7.49, p=.001
with how safe you feel in the neighborhood?(a, b)	4.46 (154)	4.08 (1057)	4.03 (107)	F(2,1317)=9.80, p<.001
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.  <sup>1</sup> Refers to Inpatient facilities only.  Scheffe Post-Hoc significance at .05 or less  (a) Interaction between ages 0-17 and 18-49.  (b) Interaction between ages 0-17 and 50+.</p>				



## Comparison by Current Living Situation in a Non-Residential Setting

A comparison was made on the satisfaction survey items by the current living situation. Consumers who lived independently were the most satisfied with their services. They were also the most satisfied with where they lived, their health care, and the amount of choices they had. Those who lived with their biological parents were the most satisfied with what they did in their free time and how safe they felt in their home/agency or neighborhood.

How satisfied are you...	Independent †	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you?	4.28 (987)	4.03 (29)	4.19 (53)	3.88 (50)	4.12 (106)	4.25 (107)	F(5,1331)=2.90 , p=.013
with how much your staff know how to get things done?(b, j)	4.18 (981)	3.90 (29)	4.08 (53)	3.50 (50)	3.89 (106)	4.13 (108)	F(5,1326)=7.57 , p<.001
with how staff keep things about you and your life confidential?(b, j)	4.26 (986)	3.97 (29)	4.11 (53)	3.60 (50)	4.11 (104)	4.31 (110)	F(5,1331)=5.28 , p<.001
that your treatment plan has what you want on it?(b, g, j)	4.18 (978)	3.90 (29)	4.11 (53)	3.39 (49)	3.87 (107)	4.20 (110)	F(5,1325)=9.04 , p<.001
that the treatment plan is being followed by those who assist you?(b, c)	4.24 (976)	3.96 (28)	4.10 (51)	3.49 (47)	3.78 (106)	4.01 (109)	F(5,1316)=10.9 8, p<.001
that the agency staff respect your ethnic and cultural background?(b, g, I, j)	4.34 (966)	4.19 (27)	4.25 (52)	3.61 (49)	4.24 (106)	4.28 (108)	F(5,1307)=6.95 , p<.001
with the services you receive?(b, c)	4.29 (987)	4.14 (28)	4.21 (53)	3.76 (49)	3.95 (105)	4.19 (108)	F(5,1329)=6.33 , p<.001
that services are provided in a timely manner?(b)	4.14 (988)	3.97 (29)	3.98 (52)	3.66 (50)	3.83 (105)	4.05 (110)	F(5,1333)=4.43 , p=.001
with how you spend your day?(b, c)	3.82 (981)	3.55 (29)	3.67 (52)	3.18 (49)	3.43 (103)	3.69 (108)	F(5,1321)=6.35 , p<.001
with where you live?(b, d, g, I, j)	3.89 (972)	3.31 (29)	3.62 (50)	2.45 (47)	3.75 (102)	3.42 (108)	F(5,1307)=18.9 2, p<.001
with the amount of choices you have?(b, c)	3.71 (989)	3.38 (29)	3.63 (51)	3.12 (50)	3.30 (106)	3.36 (109)	F(5,1333)=6.82 , p<.001
with the opportunities you have to make friends?(b, g, I, j)	3.78 (981)	3.72 (29)	3.84 (51)	3.14 (49)	3.84 (105)	3.74 (110)	F(5,1324)=3.99 , p=.001
with your general health care?(b)	3.85 (972)	3.83 (29)	3.68 (50)	3.34 (50)	3.57 (97)	3.77 (104)	F(5,1301)=3.69 , p=.003
with what you do in your free time?(b, g, I, j)	3.84 (980)	3.34 (29)	3.86 (51)	3.08 (50)	3.95 (104)	3.69 (106)	F(5,1319)=6.63 , p<.001
with how safe you feel in your home/agency?(a, b, e, g, h, I, j)	4.35 (989)	4.00 (29)	3.88 (51)	3.07 (46)	4.53 (105)	4.32 (108)	F(5,1327)=20.5 8, p<.001
with how safe you feel in the neighborhood?(a, b, d, e, f, g, h, I, j)	4.18 (985)	3.72 (29)	3.69 (51)	2.87 (47)	4.43 (105)	4.21 (107)	F(5,1323)=20.4 7, p<.001

The first number represents a mean rating.

*How satisfied are you?* Scale: 1=Not at all satisfied . . . 5=Very satisfied.

*How safe do you feel?* Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between Independent and RTF.
- (b) Interaction between Independent and Homeless.
- (c) Interaction between Independent and Biological Parents.
- (d) Interaction between Independent and Other.
- (e) Interaction between Group Home and Homeless.
- (f) Interaction between Group Home and Biological Parents.
- (g) Interaction between Homeless and RTF.
- (h) Interaction between RTF and Biological parents.
- (i) Interaction between Homeless and Biological Parents.
- (j) Interaction between Homeless and Other.

## Comparison by Whether Resided in Residential Treatment or in a Non-Residential Setting

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. There was only one significant item. Consumers that had not lived in a residential treatment facility were more satisfied with what they do in their free time.

How satisfied are you...	Yes	No	Significance
with what you do in your free time?	3.69 (407)	3.83 (908)	F(1,1314)=4.79, p=.029
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

## Comparison Across Programs

A comparison was made across the different Division of Alcohol and Drug Abuse programs. The participants in the CSTAR General program were the most satisfied with services. These consumers also reported the most satisfaction with the safety in their home/agency and neighborhood. The consumers in the CSTAR Alternative Women/Children program were the most satisfied with the amount of choices in their lives, their general health care, and what they did in their free time.

How satisfied are you...	CSTAR Women/Children	CSTAR Alternative Women/Children	CSTAR Child/Adol.	CSTAR General	GTS Adult	Methadone	Significance
with how much your staff know how to get things done?	4.16 (177)	4.25 (83)	4.18 (156)	4.34 (250)	4.28 (494)	4.12 (209)	F(5,1365)=3.04, p=.010
that the treatment plan is being followed by those who assist you?(c, d, f)	3.98 (179)	4.14 (83)	3.99 (155)	4.24 (250)	4.17 (490)	4.03 (209)	F(5,1354)=5.19, p<.001
with the services you receive?	4.11 (177)	4.35 (83)	3.85 (156)	4.24 (245)	4.19 (489)	4.08 (205)	F(5,1368)=2.23, p=.049
that services are provided in a timely manner?	4.13 (178)	4.27 (83)	4.10 (155)	4.31 (249)	4.28 (497)	4.16 (207)	F(5,1372)=2.45, p=.032
with how you spend your day?(c, d)	3.65 (175)	3.66 (82)	3.52 (153)	3.88 (251)	3.84 (494)	3.60 (205)	F(5,1359)=4.51, p<.001
with the amount of choices you have?(c, d, f)	3.72 (177)	3.89 (82)	3.25 (155)	3.65 (251)	3.70 (498)	3.48 (210)	F(5,1372)=6.15, p<.001
with the opportunities you have to make friends?(e, h)	3.73 (176)	3.83 (81)	3.88 (155)	3.80 (248)	3.80 (495)	3.52 (208)	F(5,1362)=3.13, p=.008
with your general health care?(h, i)	3.79 (174)	4.07 (82)	3.74 (139)	3.85 (245)	3.85 (491)	3.55 (208)	F(5,1338)=4.15, p=.001
with what you do in your free time?(h, i)	3.73 (174)	4.04 (80)	3.91 (152)	3.77 (250)	3.85 (495)	3.55 (208)	F(5,1358)=3.75, p=.002
with how safe you feel in your home/agency?(b, e, g, h)	4.24 (178)	4.32 (81)	4.55 (155)	4.30 (249)	4.38 (497)	3.91 (207)	F(5,1366)=10.06, p<.001
with how safe you feel in the neighborhood?(a, e, g, h)	3.99 (178)	4.12 (81)	4.47 (154)	4.15 (249)	4.20 (496)	3.75 (204)	F(5,1361)=10.26, p<.001
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.                      The number in parentheses represents the number responding to this item.  <i>Scheffe Post-Hoc significance at .05 or less.</i>                      (a) Interaction between CSTAR Women/Children and CSTAR Child/Adolescent.                      (b) Interaction between CSTAR Women/Children and Methadone.                      (c) Interaction between CSTAR Child/Adolescent and CSTAR General.                      (d) Interaction between CSTAR Child/Adolescent and GTS Adult.                      (e) Interaction between CSTAR Child/Adolescent and Methadone.                      (f) Interaction between CSTAR Child/Adolescent and CSTAR Alternative Women/Children.                      (g) Interaction between CSTAR General and Methadone.                      (h) Interaction between GTS Adult and Methadone.                      (i) Interaction between Methadone and CSTAR Alternative Women/Children.</p>							

# ADA Non-Residential Subjective Responses

## What Like Best About the Program:

The consumers of the non-residential programs of the Division of Alcohol and Drug Abuse mentioned many aspects of the program that they liked best. These ranged from general to specific comments. Some of the salient comments have been summarized below:

### *Outcomes:*

Many consumers reported that they had had positive outcomes from their counseling sessions. For some it was learning about their disease *I have learned a lot about my disease of addiction and am presently learning how I can prevent any relapse in the future.* Others learned about *character defects and how they relate to thought patterns.* The program *helped one person stay off alcohol.* For another *it enables me to live a normal life, where before my life was in shambles.* The type of counseling helped *make goals and be able to achieve them.* A good summary of the responses was this one *it gives me the freedom and support to live a clean and sober life, surrounding me with clean and sober people which is help in keeping my sobriety.*

### *Staff and Counselors:*

The respondents were particularly impressed with the agency staff and counselors. There were many statements made about the counselors. They were seen as understanding *The staff is very kind and understanding. They help us in many ways.* They had a *caring attitude.* The staff was seen as knowledgeable *The staff are very educated on substance abuse. They take time and explain things.* The staff seemed to care and listened to their problems. *The staff is great. I feel when I had a problem, I could talk to my counselors and not hold back.* As one person noted *I really do like and appreciate them.*

### *Variety:*

Some participants reported that they saw several individuals in the course of therapy and that this was beneficial. *It is three times a week, with different staff who have a different look on things.* For another, *you never do the same thing everyday which makes it interesting.*

### *Being with Others in Similar Situations:*

At the therapy session, there is an interaction between individuals with the same problems. This was seen as helpful. *Able to share time with clean and sober people.* They liked *feedback from the group.* It was valuable to *be able to talk with people going through the same as me or been there.*

### *Information Provided:*

During the recovery process and therapy the consumers received information about alcohol and drug use. Some respondents reported general statements about the information *all the information I receive about my addiction.* Others noted more specific details about the resources: *information on staying clean and keeping up the maintenance.* For another it was *knowledge on what drugs and alcohol do to you.* This information was quite helpful to them. *Information and tools provided for our recovery was appreciated.* These resources were seen as useful *in our lives.*

### *Convenience:*

There were several aspects of the therapy and classes that were particularly helpful to these individuals. The length of the sessions *the fact that the classes are not all day long* was mentioned. Another person saw the fact *that they open early enough to get us to work on time* as being useful. Finally, *it doesn't take hardly any time in receiving treatment each day.*

### *Environment:*

The setting received some notes of appreciation. It was seen as *a safe environment with no pressure.* The environment provided a safe and positive setting. It was a *comfortable environment.*

### *Staff that Lived through Similar Experiences:*

Many of the staff at these agencies have lived through similar experiences. This aided the participants in their therapy *The staff knowing what I have gone through, what I am going through and what I will go through* was one response. Another was *A lot of staff know where I'm coming from because they've been in similar situations so it is easy for them to help me.* The instructors were seen as *having been in my shoes.*

## What Could Be Improved:

As with most programs, some participants recommended some improvements that could be made. These have been summarized below:

### *Promptness:*

Scheduling was sometimes seen as a problem. *The staff needs to be more on time. We sometimes wait 10-15 minutes for classes to start, past the time that they were suppose to.* Another similar comment, *To make sure that scheduled groups are on time. Clients are dependent on a time schedule.*

### *Confidentiality:*

There were some questions about confidentiality *There is a little confidentiality problem here.* For another *be confidential to everyone.* Finally, *keeping my treatment more private.*

### *Therapeutic Interventions:*

Recommendations were made about the types of treatment:

- Less groups and more one on one treatment.
- Mandatory outside AA meetings seven days a week.
- Pick a drug and just have a group on that particular drug.
- Leave more time for counseling.
- Expand programs. Have recognition of client's success and provide more encouragement.

#### *More Understanding from Staff:*

While many respondents reported that the staff was very understanding, a few noted that understanding was lacking. *My counselor could be more helpful and understanding and less grating and backriding.* It was felt that the counselors should *try to listen to people more.*

#### *Accessibility:*

One person reported that there was a need to *have access to a handicapped building with an elevator for others who are physically impaired.*